Case Management

Learning Objectives

- Explain purpose of case management
- Define case management
- Explain the goals of case management
- Explain DA's case management system
- Identify who are the members involved in monthly case review meetings
- Define the role and responsibilities of the SARC in case review
- Discuss challenges to implementing the monthly case review
- Input status data in the tracking and case management system for victim's case

Purpose of Case Management

The DoD Care for Victim Task Force identified that there was no standardized capability at installations to determine the:

- Timeliness of the response to victims of sexual assault
- Level of support services offered to victims
- Accountability of the offender(s)

What is Case Management

Case management is a standard term used to describe the process for reviewing and evaluating:

- Individual and systemic response to a victim
- Quality of service provided to the victim
- Victim's access and satisfaction with services provided
- Coordination of the victim's care
- Follow-up care with the victim

Frequently used in civilian communities to track services, problem solve, coordinate systems, and improve services

DA's Case Management

- Provides coordinated care and management of victim services
- Monthly meeting to create synergy and keep case on track
- Specialized training track for each responders group
- The case review members will perform the following key tasks:
  - Review cases to obtain the status and work to remove barriers that impede case resolution
  - Facilitate monthly victim updates
  - Improve reporting and processes
- Comprised of those who responded to the sexual assault incident
- (**Note: no case review meetings for restricted reporting**)

Who are the Members of the Monthly Case Review

Monthly Case Review members include:

- SARC - Chairman
- Victim Advocate
- Military Criminal Investigative Organization (i.e., Defense Criminal Investigative Service, Naval Criminal Investigative Service, United States Army Criminal Investigation Command, or Air Force Office of Special Investigations) or Law Enforcement or Civilian Police services
- Health Care Providers
- Mental Health/Counseling Services
- Chaplains
- Command Legal Counsel
- Victims' Commander

(Note: Not all members need to meet each month, only those who still have a response to complete need meet to discuss their status to case resolution)

Challenges to Implementing Case Review

Challenges to monthly case review

- Deployed environment
- Difficult case review members/commanders
- Case review member – not the right fit for the problem at hand

Keys to successfully overcoming these challenges

- Flexibility and creativity when personnel cannot attend case review meetings (i.e. conference calls, emails, etc.)
- Remember you are the chairman not a dictator. Ensure the team has a shared vision of what we are there for.
- If something is not working in the case review process fix it early. Adjustments will be necessary to find the right balance

SARC's role in Monthly Case Review

- Schedule, convene, and chair the monthly case review meetings
- Facilitate monthly updates on victim cases:
  - Ensuring care and follow-up are provided
  - Removing impediments to provided care
  - Getting status of each members part in the response to the victim's case
  - Documenting and implementing improvements to the process
  - Getting group input on lessons learned or best practices
- Input status data in the tracking and case management system
- Ensure members are trained

Case Management Data Tracking

- Tracks monthly case review meetings and dates
- Track the status of a case
  - all information to document the initiation, progress, and closure of the case (which will be discussed more in the Documentation/Data collection segment)
- Prepare minutes of monthly case review meeting

Summary

- The monthly case review meetings are key to improving the local response to incidents of sexual assault
- Provides the opportunity for professionals from different disciplines to learn, and work collaboratively to streamline and enhance the response to sexual assault victims

Documentation and Data Collection

Learning Objectives

- Understand the purpose of maintaining case file documentation and the level of information needed
- Understand the record maintenance requirements
- Understand the DoD mandate on sexual assault data collection and the criticality for standardization of collected data
- Understand the tracking and case management data elements collected for restricted and unrestricted reporting
- Annual Report to Congress

Purpose of documentation

- Assist in the SARC's responsibility for tracking:
  - sexual assault victims and case resolution
  - coordinating support services for the victim
  - victim advocate oversight, and prevention and response training

- Documentation will only include the minimum data to perform the above responsibilities

- Consider:
  - Who has access? The SARC should be the only one with access to the information. Although, documentation may be subpoenaed as it relates to a criminal case

  - Is the information important or needed? Details of the sexual assault incident should not be documented - only the status of where the case is in the resolution process and information to facilitate victim updates

  - Would you feel comfortable with the victim reading what you have written?

Maintaining records

- All information about victims and their cases are to be treated as sensitive material and should be secured appropriately

- Documentation records include:
  - All notes relating to the victim
  - All forms required within DoD processes (i.e. victim reporting preference statement)
  - Tracking and case management system
  - Victim Advocates oversight documentation

- There is no DoD mandated system, therefore SARCs will follow Service Specific guidelines for maintenance and storage of sensitive information

- Service and DoD IG inspections

Purpose for tracking and case management system

- Currently, the DoD mandated system (Defense Incident Based Reporting System (DIBRS)) for collecting sexual assault data only captures information relating to the offender and his accountability
  - Omitting support services to the victim

- The victim tracking and case management system will provide for the standardization of a data systems to track:
  - support services and follow-up provided to the victim
  - track sexual assault cases from initiation to resolution
  - provide for good record-keeping for case management status
  - analyze data, assess risk factors, and trends
  - accountability

- The tracking system will not duplicate the Services criminal investigative organization's system nor DIBRS

Purpose for tracking and case management system

- Commanders are required to report allegations of sexual assault, to their criminal investigative organizations
- The data systems and records for reports of sexual assault must be integrated to capture all incidents from initiation to resolution
- Assist commanders to understand and manage trends and characteristics of crime to better understand risk environments and mitigate those risks
- The DoD requires sexual assault data, where the military has jurisdiction or coordinates with civilian authorities, to be stored in the DIBRS
- Meets uniform federal crime reporting requirements, statutory requirements, and DoD internal and external response requests for statistical data on criminal offenses

Categories of data collection

- Victim information,
  - Gender, grade, Service, component and status
- Incident information,
  - Date, time, location, type of offense (rape, oral sex, anal sex, indecent assault , other -from the training definition)
- Case management tracking/disposition
  - For management of a case and tracking the status, all information to document the initiation, progress, and closure of the case (includes victim reporting preference statement)
- Victim service support,
  - The services discussed, referred, requested and provided to the victim - medical, counseling, social services, and legal. Part of the information for the reports requirement levied by DoD.
- Education and training.
  - Track names and dates for awareness/prevention education and training, and specialty training for responders to ensure your qualification within the monthly case review meetings

- Note: installation information is needed (name, location, population) to perform trend analysis

Victim services tracking data collection

•Arranged support services provided to the victim in the following categories:

Services discussed with /offered to victim; Services requested by/referred to the victim; Services provided to the victim:

- ❑ medical
- ❑ counseling
- ❑ social services
- ❑ legal
- ❑ purchased civilian services

Medical services
- ❑ Immediate care
- ❑ Family practice
- ❑ Occupational health
- ❑ Gynecology
- ❑ Emergency room
- ❑ DoD purchased civilian care
- ❑ Primary care
- ❑ Internal medicine
- ❑ Community health
- ❑ Obstetrics
- ❑ Infectious disease

Counseling
- ❑ Psychiatry inpatient
- ❑ Mental health
- ❑ Psychiatry outpatient
- ❑ Psychology
- ❑ Behavioral health
- ❑ DoD purchased civilian counseling

Social work
- ❑ family advocacy
- ❑ Social work
- ❑ DoD purchased civilian social work

Purchased civilian care
- ❑ medical
- ❑ counseling
- ❑ social services

Summary

- **Although the tracking and case management system will assist in maintaining and providing the status of a victim's case, this is not the only documentation responsibility of the SARC.**

- **Other data not automated must be maintained in accordance Service specific guidelines as discussed.**

- **This automated tracking and case management system is not fully developed, thus all documentation must be captured manually and go in the record system.**